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CREATE AN ELDER LEARNING DEPARTMENT IN
HAI TIAN XIN YUAN COMMUNITY

Degree Programme in Innovative Business Services
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The purpose of this thesis is to improve the service in Hai Tian Xin Yuan Community, with limited amount staff working for the company. There are 12000 residents, which should be responsibly served by the community. Therefore a new service had been demanding to enrich the community service. With aging problem of China, the government and society have paid more and more attention to the elder people who legislatively have their rights to study.

This thesis is done for Hai Tian Xin Yuan Service center to create a learning department for older residents to study in the community. By comparing with other third age universities, learning department has a few advantages. Easier enrolling, closer to home, getting more friends, learning more knowledge and free of charge are also great benefits.

Feasibility of the established learning department can be accurately determined by effective questionnaires. The residents, and actively support the learning department will understand the whole community. To be able to build a recommendable combined system with volunteer teachers and volunteer residents. The community existing community has to make the resources in full.

A good image would be set up for the community by providing the service with suitable curriculum for the elder residents. As a result, more people are willing to come to visit and join the learning department. Elder residents could be easily enrolled in studies, gain knowledge from learning department and make new friends.

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1 BACKGROUND

As China's aging society grows retired personnel are leaving their job with strong demand for the spirit of themselves. Third age university is possibly and ideal place where elderly people will be pursuing after retirement.

1.1 General introduction

With the economic development and social progress in recent fifty years, the structure of China's workforce has been shifting from a young adult to the elderly. The average life expectancy of the population continues to increase which leads to a rapid expansion of the total population size. Aging problem turns to be a big challenge for managing the second government and society.

Retired people in China, with men at least at 60 years old and women at 55 years old, have little thoughts on how to spend their retirement life. The government and some of the third age universities have begun to gather older people and provide learning opportunities for them. Purposeful educational activities will bring expertise to the elderly in the fields that they are interested in, while they will also enjoy their leisure life.

Universities and courses are available for older students. It is hard for older people to enjoy their study in the normal third age university. They want to learn new things to keep their mind as young as that of the adults. Even they are getting older and having more spare time, it is still hard for them to spend two hours on the way to school, because school is far away from home and some of them have to take care of their grandchildren until they go to kindergarten. It is a good idea to start thinking about the place nearby the community or inside the community.

1.2 Community information

Hai Tian Xin Yuan Community, founded in January 2006 in Tianjin, China, is near a university and a primary school. There are over 40 different buildings, with 18 apartments in each building. Resident service center is in charge of daily issues.

The service center has 9 office employees and 10 security guards and 15 cleaners. There are over 12000 residents in the community. Most of the family members are living together, like: two adults with two elder people with one child, two adults with one child, young couples, older couples and students.

1.3 Target community situation

There are over 1500 residents who are over 55 years old, and most of them retired from work. Usually the elders take care of their grandchildren, do housework, walk a dog or visit their old friends in the community. They do not have a specific need to improve their life; they think that is how retired life should be.

Some of them want to do something during the day and they can have a good hobby to focus on. As a result, they decided to go to the third age university. Still few of them are getting enrolled in the university. The elder people are looking forward to being in the school so that they can learn what they are interested in.

When they go there it was told by the university that they could not be enrolled because of the limited numbers of resources for each university. They have to wait till next semester, which means 6 months later. During the 6 months, they possibly change their mind to find a new place to study.

Currently, there is no learning department in the community, community manager Mrs. Wang said. She suggested that service center should bring more conveniences to the consumers and building a learning department is considerably a good suggestion she added.

Elderly education is a kind of non-academic education. First-class talent is not emphasized here, compare to the ordinary higher education. Education is the foundation of the scientific development concept, to set up the people-oriented education concept.

Elderly education operators are not doing it for making revenue. On the other hand, the elder people are not aiming at the certificate. It will provide the student with a delicious healthy learning environment. As a result, they are not only learning knowledge, but also being fun of music, promoting physical and mental health.

2 LACK OF UNDERSTANDING

Elderly education is a kind of non-academic education. First-class talent is not emphasized here, compare to the ordinary higher education. Education is the foundation of the scientific development concept, to set up the people-oriented education concept.

2.1 Importance of learning

Elderly education operators are not doing it for making revenue. On the other hand, the elder people are not aiming at the certificate. It will provide the student with a delicious healthy learning environment. As a result, they are not only learning knowledge, but also being fun of music, promoting physical and mental health.

2.2 The development of the third age universities in other countries

University for the elders was first introduced in Western countries. There are mainly the United Kingdom model, American model and the Japanese model. Compared

with Western developed countries, the level of development at the University of old age in China is in the primary stage, and it is still a new thing for China.

The third age university was founded in Western countries. In order to create the suitable model for China the third age universities, three different countries' model has been analyzed, with pros and cons summarized.

| Countries | British | America | Japan | China |
|---------------------------------|--|---|---|---|
| Education system | a. Local education authorities b. Voluntary organizations | a. A wide range of universities b. Non-profit institutions | a. Local government b. Local public bodies c. Other public institutions d. Civil society | a. Local government b. few public institutions |
| Propose of third age university | Carry out special education | Entertaining, elderly to feel the meaning of life and fun | Set different levels of studies for elderly | Meet the elderly demands |

Figure 1. The Third Age University development model in three different countries

According to Figure 1 in 1930s, Britain entered the aging society. It is one of the first batches of countries that entered the aging society in the world. Britain's elderly education started early, so they had a mature model development for elder people. The relevant data on The Ministry of Education shows that the elderly education can be divided into the high education system, local education authorities and voluntary organizations.

The first two models are to follow the traditional education, whereas the second one is the special education for the elderly. The form of the third age university of education is the priority.

With the arrival of the aging population in America, the society started to pay more and more attention to elderly education. In general, the University of Third Age is mainly composed of two types of institutions: The first is the various universities, including the national, regional and community college; another one is that it responsible for the activities of non-profit organizations. One of the education forms of old people can be classroom learning. It could also be an outdoor sports, travel or visits to some places. The purpose is to let the elder people feel the meaning of retirement life and fun.

For example, there is one elderly education center, which is a normal college, in the city of Boston, school starting two times each year. In case to comply with the elders pursue, the older people themselves chose all the courses. There is one kind of boarding school in US, which are especially for the elderly over the age of sixty. The ordinary universities in the United States are open to the elderly people so that they can study there for free.

Japan's elderly education system can be separated into three different patterns: government, local public bodies and the public institutions, which implement a form of non-governmental organizations. Using the Internet and media to teach students is also an education form.

Japan's elderly education system can be separated into three different patterns: government, local public bodies and the public institutions which implement a form of non-governmental organizations. Using the internet and media to teach students is also an education form.

Japan's elderly education was directly led by the ministry of education. The elder students are above seventy years old. Universities of the third age are mostly run by the local people. The courses include the survey of laws for older people and some regulations, policies to the older people, while the common courses consist of paint-

ing, traditional culture and arts. Japanese elder education obtained the support from government agencies, trade unions and supported charities.

In Japan, elderly education benefits from government helps. Social support and active participation in the elderly university in Japan plays an important role in the development of the society. Through the third age universities, elderly people can join into the social activities and become one of the leaders of social activities. And the third age universities, as one of the social services, are found comfort for the lonely elderly people.

Most of the third age universities are supported by the local authorities and government funds. Meanwhile it can also be used to organize courses and offer education and entertainment services. The mode is very flexible because it can be fixed places and centralized teaching, and also long-distance teaching. In the third age universities, there are many courses you can choose such as healthcare, cooking, art, singing and etc.

3 SITUATIONS IN CHINESE THIRD AGE UNIVERSITY

Through analysing the current situation of Age University in China, we can see the retired old men's attitude towards the college in China can be clearly understood. It is to figure out how to get more attention from society and government, and promote the development of the third age university. In next chapter there is an overview of the third age university in Tianjin.

3.1 Third Age University in China

At present in China already has more than 26000 kinds of the third age universities. There are 2.3 million people studying in. On the average of 100 elderly men there is only 2 percent of them are accept elderly education. The proportion of Shanghai is close to 10%, which is on the top of national ranking.

China's social and cultural life is monotonous. Retired elderly population is the one which lacks entertainment. In the beginning of 1980s, as China's aging population increased, many areas started the third age university.

China's first third age University, by the Red Cross in the Shandong province. On March 1st, year 1984 established the first private third age university in Guangdong province, Guangdong city linghai older university. It is the first set of elderly college textbooks published in the autumn of 1987 (Website of the Baidu, 2013). China's elderly university development has been 30 years. The older university's education model now is very flexible because it can be fixed places and centralized teaching, and also long-distance teaching.

3.2 Limited number of Third Age Universities in China

The number of elderly people is more than the actual capacity of schools. The government funding is not enough to cover all the schools either and this limits the development of the third age universities. When investigating the reasons, such as lack of teachers, lack of funding and false property rights, it fetters and restricts the development of the third age university.

3.2.1 The lack of financial support from the government

Chinese government does not have enough money to support the older people's education at the moment. The development of elder society is lacking experience to reach older education demand. The average living standards of citizens in China which support the elder peoples market do not meet consumers' needs.

3.2.2 The lack of social value

Government is focusing on education and higher education. The older people's education is ignored because government lacks experiences on older education. The third age university is a non profit social institution. They need the financial departments support. It is hard to improve the facilities of the university. The teachers are lacking of experience and special knowledge.

3.2.3 The lack of understanding from older people

Some people pay attention to the elder education, but some people do not think it is necessary to build the third age education. Some people believe that the third age education is to improve the quality of the elderly population. The government is not promoting the third age Universities enough and people do not know them enough. The main target is the retired people who have accepted higher education.

3.3 Development of the third age university in China

Through interviewing the target groups, it shows the elder people in the community have different ways of life when retired. The first group did not plan their retired lives, so they do not know what to do and just spend time watching TV, listening to the radio and reading newspapers. The second group takes care of children and grandchildren as their own work.

Older people's children go to work during the day. So parents do not have time to take care of their children. On the other hand, compared with the young people, the elder people have more experience on taking care of children. The third group has

planned what to do after retirement before hand. They apply to the University of the Third Age to learn and enrich themselves.

3.3.1 Promoting the concept to increase the publicity

American scholar Sven-Goran Erikson (EH ·Erikson) pointed out that people in old age are often between self-perfection and self-despair at both ends. So compared with the general education, aging education should focus on the last stage of life which means education the self improvement, in order to improve the life of older people.

Older people through learning can update their knowledge, such as, health knowledge, improve the family atmosphere in the family and promote the overall improvement of the quality of the family members.

3.3.2 Improve teaching conditions and increase in capital spending

Governments at all levels recognize that the third age university has a high significance and value. It can establish elderly education management institutions according to the local conditions. The government will introduce more teachers by some projects. The education administrative department is responsible for the business guidance. To intensify financial support, the elderly education should be included in the budget expenditure.

3.3.3 Use of various educational facilities

The expansion of the University for the Elderly enriches community cultural activities and brings a variety of interests and hobbies. With professional and technical courses and also the political and economic situation, members in the team can be able to sit at home and abroad. By carrying forward the traditional way of teaching it can enrich the spiritual world of the old.

The third age universities promote the development of China's lifelong education system. The establishment of the elderly universities indicates that China has formed a completed system in lifelong education, so it provides some favorable conditions for the Chinese education reform and changes Chinese education into a learning society. (Philosophy of Social Sciences, Vol 36, 2006, 18-39).

3.3.4 Optimize of the curriculum and strengthen teaching ability

The third age university meets the requirements of increasing demands of professional skills, improvement and self-development needs in the reeducation camps. The original entertainment programs are out of date. According to the needs of the elderly, the third age university has opened a new direction.

There are many ways to take measures. By strengthening the main part of the education curriculum old university colleges and recruiting volunteers who are interested in education, the university can be able to carry out teaching activities, so that elder people can learn more about the elderly physical, psychological and learning characteristics.

3.4 The third age universities in Tianjin

The third age universities in Tianjin was founded in 1985. Currently there are two different forms of elder education. One form was developed by the government. It contains perfect teaching facilities and professional teachers with reasonable course planning.

There are 103 third age Universities in the whole city, including the city level demonstration old people university, city committee, bureau, district and county. The general colleges and universities have 38,300 elder students, accounting for 2.9% of the elderly population in Tianjin city.

Another form is a kind of variety educational school. It is mainly focused on the political theory in the elderly community. It includes culture, science and technology, sports. In the city, there are 4,142 different activity groups for older people. It is about 222,100 people who attend the groups, accounting for 16.95% of the elderly population in this city. The two categories above is totally more than 260,000 people, accounting for 19.85% of the elderly population in this city.

4 RESEARCH METHODS

This chapter will include market researching on market demand. The research would be a basic demand survey and make us understand the status of learning department by interviewing the employees and the elderly residents. In order to grasp enough information the sufficient data will be obtained for analysis to make better decisions, for example, a research result from the process is to get enough information.

Market research is a function that links the consumer to the marketer through information which is used to identify and define marketing opportunities and problems. Marketing research specifies the information required to address these issues. The design method for collecting information is used to manage and implement the data collection process.

In the process of development, an enterprise is always faced with a variety of possible market opportunities. Some of these opportunities are real, while some of them are false; some of them are worthy for enterprises to use, some are not worth to use. Therefore, the enterprise should has a variety of possible market opportunities for identification and analysis. (Website of the Wikipedia, 2013).

4.1.1 Interview elder residents

In the target community, the elderly in the community have many ways to spend retirement life. The first group did not plan their retired lives, so they do not know what to do and just spend time watching TV, listening to the radio and reading newspapers. The second group takes care of children and grandchildren as their own work. The third group has planned what to do after retirement beforehand. They apply to the University of the Third Age to learn and enrich themselves.

4.1.2 Interview community manager

Mrs. Wang said building a learning department is a good idea to bring older people come together to learn useful knowledge and share their fun. Learning department will enrich the spiritual lives of older people in the community. It will also improve the residents' satisfaction and reputation around the community and it also becomes more stable.

After the interview, it is necessary to understand the differences between the formal third age university and learning department. The advantages and disadvantages of the third age universities and community learning department will be showed in the pie chart in figure 2.

The advantages of formal third age university can have the reference function to the community college. Learning department constraints caused by the insufficient can be improved by other methods. It is worth to make comparisons differences between the third age university and learning department.

| | | |
|--------------------|-------------------------|---------------------------------------|
| Comparison | Third age university | Community learning department |
| Fund | Government support | Community service center |
| Size | Big | Small |
| Enrollment | Hard | Easy |
| Environment | Good | Normal |
| Distance from home | More than 10kms | Less than 2kms |
| Cost | 150-280 rmb per subject | Nothing |
| Facility | Good, with computers | Normal, no computers |
| Certificate | Yes | No |
| Teacher | Professional teachers | Retired teachers inside the community |
| Volunteer | No | Yes |
| Curriculum | More than 20 courses | Less than 5 courses |

Figure 2. Comparison between normal third age university and learning department

According to figure 2.comparison of financial support from the beginning shows the formal third age university is supported by the government. There are enough classrooms for the retired people to use. Limited classrooms and places also limit the enrollment restrictions. The learning department is sponsored by the community service center.

Relatively every course in the third age university should cost from 150 RMB to 280 RMB of tuition fees. The tuition fee is too high for some older people who wants to participate in the courses. The learning department is free of charge. Meanwhile, because the community learning department is close to home, it will save time for the elderly people and there are no stresses of how to pay the tuition fees.

Most of the elderly people choose the formal third age university because of their perfect facilities, such as equipments and tools. It is necessary to have a better learning environment, for example, on a computer course each the elderly person can use a computer. In the community the learning department cannot support all the expensive facilities because of lack of funding.

Not all courses are needed to improve equipment to assist course for studying. Some people are willing to get a formal third age university diploma to choose which school to go, but the elderly in learning department do not learn for the degree certificate. Learning department invites an instructor who is a retired teacher. He or she has rich teaching experience, with enough patience to teach, formal third age university teachers are working as professionals, and master enough knowledge while compared with some other experienced teachers. Young teachers are lacking teaching experience.

In formal third age university, it has plenty of courses for elderly people to choose. There are more than 20 courses. The school staff asks teachers to complete teaching process and asks the students to choose only three courses at the beginning of studying.

At the same time in the nearby university, the college students will be arranged to participate in social practice in learning department as volunteer activities. It helps the elderly to have a better learning. It is also an opportunity for college students to offer social services.

The reason of making an effective questionnaire as a quantitative research method is because results depending on the statistics are effective. The overall situation could be conjectured by the small scale of statistics of the individuals.

4.2 Quantitative research

Quantitative research usually is operated for the statistic results of total specific research areas. The information of quantitative research is expressed as numbers. And when managing and analyzing these numbers, the first is to clarify standards of measuring and processing that the information material is according to. (Website of the Baidu, 2013)

4.3 Information collections

The authenticity and validity of collecting data for analysis of a direct impact on scientific research, and the authenticity and validity of collecting data directly depend on the researching methods of information collection. An in-depth researching method is based on research purposes.

4.3.1 The survey objective requirements

According to target market survey, interviewees will show the specific requirements of market. The market research is to understand the purpose of Hai Tian Xin Yuan within communities, which are his elderly demand for community college and course arrangement, etc.

4.3.2 Research object

Market research object target is to interview the retired residents who live in the community. The age range is from 50 years old to 80 years old. People start to retire from the company at the age of 50 years old. Older people's retirement period would last more than 30 years

4.3.3 Survey content

Survey content that comes from real demand should be collected from the purpose of market research. In order to meet the elder people's requirements, a questionnaire will included: the basic background, level of education, family situation, and the needs of the University in the aspects of age, curriculum, facilities arrangements and purpose satisfaction feedback survey.

4.4 Questionnaire

The questionnaire was done in the Chinese language. The period of the questionnaire operating was in two weeks, from Monday to Friday. The target group is the older residents who live in the community.

Questionnaire distributed position is located in front of the primary school. Start from 4.30 PM to 5 PM. It is because of relative concentration for elderly. There is a large sector of the elderly who pick their grandchildren from school to home. This location can raise the recovery rate of the questionnaire.

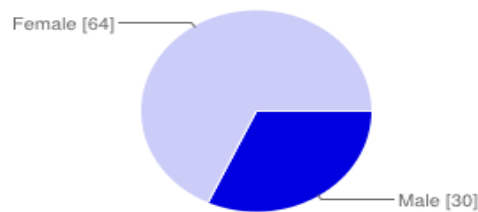
During the two weeks of the investigation, all questionnaire were collected 96 valid questionnaires were taken back, and there were four invalid questionnaires. The effective rate of survey was there for 96%.

4.4.1 Analysis questionnaire

The main purpose of the questionnaire is to grasp the basic situation of older people. It includes: gender, age, education level, occupation before retirement, the purpose of the third age university to study, feedback about if they like the curriculum setting and the teaching forms. It is to find out the main variables of the elderly to participate in the activities of learning.

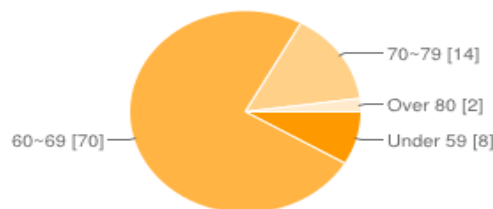
The survey of satisfaction of studies included the school facilities and the teaching methods. Curriculum and feedback to the community college play an important role in future development.

1、 Gender



| | | |
|--------|----|-----|
| Male | 30 | 32% |
| Female | 64 | 68% |

2、 Age



| | | |
|----------|----|-----|
| Under 59 | 8 | 9% |
| 60~69 | 70 | 74% |
| 70~79 | 14 | 15% |
| Over 80 | 2 | 2% |

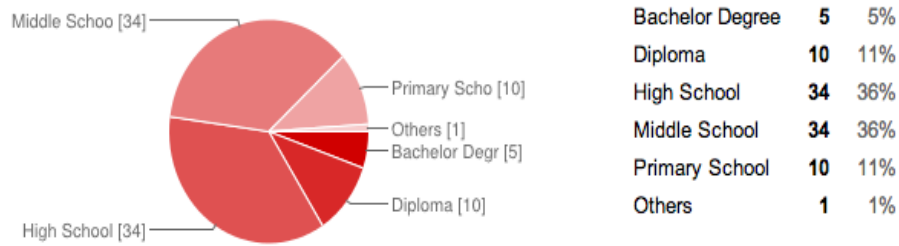
Figure.3 Gender and age proportions

According to Figure 3, the proportion of female students is more than male students. There are 68% of female and it is because of severe imbalance of sex ratio values is different. Men focused on unemployment. Most men would choose re-employment after retirement, or participate in social activities.

Whereas women, who are in the center of family, have plenty of time for themselves and to their family. Emeritus system also affects the ratio imbalance. Male get retired at 60 years old, while women get retired at the age of 55, and some can retire at the age of 50.

The pie chart in Figure 3 indicates of age composition shows satisfaction survey, including the school facilities and satisfaction of teaching methods. Age 60-69 has the majority of the students, 70 people, accounting for 74%. Followed by 70 to 79 years old, there are 14 people accounting for 15%. The rest of them are under 59 years old people, only 8 people, accounting for 9% and 2 people older than 80 years old with 2%.

3. Education Background



4. Who do you living with?



Figure 4. Education background and whom they live with

According to Figure 4, older people generally have a general educational background based on the questionnaire result; the elderly who have high school academic background are as the same percentage 36% as the ones who have junior high school education.

Accounted for 72% of the academic background findings, the percentage of primary school education of the elderly and the associate degree of older people, are the same again 11%. Bachelor's degree students of elderly people are accounted for 5%. The only one person without education is accounted for 1%.

There are over 72% of people having a positive attitude for life, and studying for widening their horizon. With good study habits, they are willing to continue their student life. Pie chart in Figure 4, whom older people live with may also affect whether they will participate in the learning department. There are 43% of people who live with their spouse. Because their children go to school or work in other cities. Meanwhile there are 33% of the elderly live with their children and grandchildren.

In China, elderly people usually live with their children in the same apartment. This is a very common phenomenon. On one hand, the older people can take care of their kids' daily lives. On the other hand, the old people will not feel bored. If they have children, taking care of the children and being responsible for the task will come to the elderly. In addition, there are also a number of 23% elderly living alone, in China and it is called the empty nesters, because their children go to university or work in other cities.

5、 Which company you work before retired?

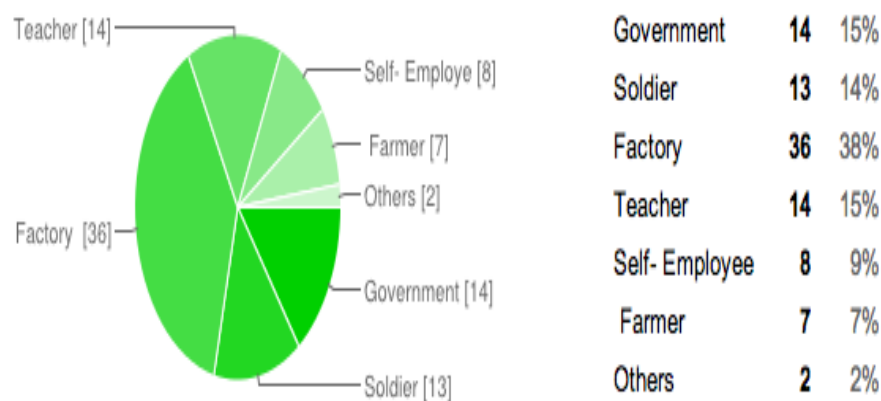


Figure 5. Work types before retirement

According to Figure 5, before retirement older people work as government officials (15%), soldiers (14%), workers (38%), teachers (15%), self-employed person (9%), farmers (7%). Factory workers got the highest percent, which is 38%.

After retirement, 32% of people choose to watch TV, play chess to spend time, and also 30% of the elderly choose read newspapers and the old station. While 16% of older would like to spend a majority of time and energy on their households and their children or grandchildren first.

There are 15% of the elderly choosing to continue their education in the University formally, therefore elderly could improve their cultural literacy. Only 7% of respondents choose to study Chinese traditional painting by themselves, and the practice at home makes them enjoy their retirement life.

During the survey, there are 63% of the older people in the case that there are 5 to 10 friends on average around them who go to the third age universities. It means only a few of the old people can triumphantly apply for a formal university to continue learning, but the ones who fail to apply for the university will be waiting for a long time until there are places for them in the university.

10 、 Which course you want to learn?

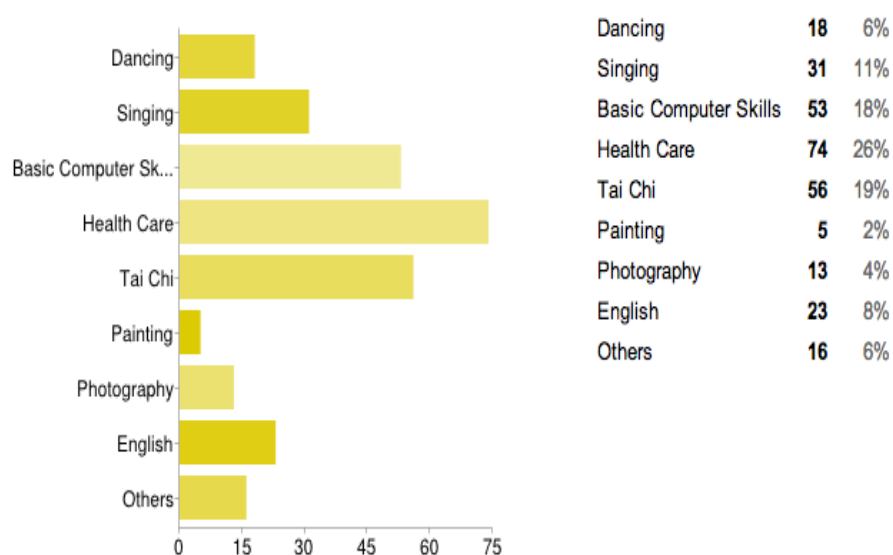


Figure 6. The most popular courses for elder people

Figure 6 is voted by the elderly people and the result clearly shows that there are three most popular courses from their selection, and also the most wanted courses of in-depth understanding. It includes the most popular health care, which takes 26%. The second popular course of Tai Chi which takes a ratio of 19%. And the third popular course of basic computer skills, which is very close to Tai chi and accounts for 18%.

Health is the most important thing to everyone, especially the elderly men. In their point of view, only a healthy body can make them enjoy their life. They are focusing on avoiding sickness. In a consequence of these health care is becoming more and more popular in China.

All kinds of TV commercials, newspapers and reports make older people aware of the importance of health. Even though there are more coming more options to be available, they are not necessarily good. Because the health situation of every single person is different, the causes and solution of sickness are different. The elderly are unable to judge which solution is right or wrong and it makes them blindly follow other people's words.

Tai Chi course is suitable for people in every age to study, especially for the elderly people, there are a lot of benefits for them. Because the elderly has limited ability of doing sports. They can only choose peace movement instead of not choose the intense exercise. Tai Chi exercise is a kind of slow motion sport, and the injury rate from Tai Chi is also lower than other sports, so that the elderly can be at ease of movement without fear of hurting themselves. To improve body diathesis, older people should take part in physical exercises.

Learning the basic computer skills will bring convenience to life. Learning to surf on the Internet, people can contact with old friends in different places by the network. Because of the flexibility of the older people's body is reducing. But, they want to see their old friends and there is no way to ensure the safety and provide a convenience. Now the older people can learn the basic skills to chat with their children who study or work in different cities which is far away from their parents by using Internet.

4.5 Summary of the questionnaire

Starting from the questionnaire design and choosing the quantitative research as the main body is to create a learning department and support the elderly. It should be created based on the choice of the elder people themselves. Basic background results show the older people are willing to take part in the elderly school.

The questionnaire survey also showed the existence of some problems at the same time, such as, some older people consider studying in community college; how to solve these problems. The survey showed that older people got more satisfied after they studied in the learning department.

According to the old people's willingness to learn, the learning department will develop new professional courses. It is necessary for the older people to have a suitable study plan. In order to meet older people's demand, curriculum planning need to provide a simply study method to them

Through the questionnaire survey, the result had shown the basic situation of community elderly residents. This community has more women than men residents, it is the common phenomenon. The community concludes younger old people than other communities. More than half old people are just start their retirement life. If they attend the learning department, it may make them younger.

The respondent's level of education belongs to the basic education stage. Older people have plenty of time after retired and they do not know how to arrange their time. They pay much attention to their retirement life and try to enrich their retirement life. Only in this way could they get satisfied.

When older people answered the questionnaire survey, there are many popular courses they want to learn. The most wanted courses are: health care, Tai Chi and basic computer knowledge. More than seventy percent of respondents said they would like to participate in the third age university, because it is free of charge. They

do not have to pay any money, which is good for them. Limited resources can only meet their general demand at the moment.

The feedback survey shows that the elderly students, through participating in community, learned a lot than knowledge. For example, they can meet new friends in the classroom. The elder people who live alone will forget the loneliness. Their retired life becomes more enriched than before. Their spiritual demand also gets satisfied to let themselves feel they are still very young compared to the people who do not go to study.

After studying in learning department, the elder people have knowledge. They are willing to show what they have learned the knowledge and skills. Because of historical reasons, some older people could not learn in school when they were in the young age. Now they are studying in the learning department. They can learn the courses they want to learn. It makes their retirement life become rich and colorful.

In the questionnaire process, older people have many questions to ask. For example where is the classroom they can study, who will teach those, when school starts? These factors above will directly relate to the success of learning department start-up.

The community has a 120-square-meters sized activity room. Activity room's purpose is to meet the requirements of the inhabitants. Manager said that the function room is not always occupied every day. Each week it can be used only in the mornings and evenings and free time is in afternoon. Now there are only three courses which are open temporarily and the time and place are well arranged.

The schedule of the courses needs to be carefully considered, so taking the time of the elderly lifestyle into account is necessary. Courses can be carried out during daytime, due to the available time of classroom use time is only in the afternoon, and the class should be ended before 17:00. Because older people also need to take care of their children and grandchildren as part of the shuttle mission before the children arrive at the school gate waiting for them after school. So teaching time has to be from 14:00 to 16:30.

The course lasts two hours including a 30 minutes break. One hour is for teachers to teach and share new knowledge. The other hour is for students to communicate with each other and for teachers to answer questions.

Two months of preparation, starting from the design of the questionnaire, analysis of the questionnaire results and solving community problems are to run the learning department better. When older people send the applications to learning department, they express their points of view, such as, the opening of a community college is necessary; everyone cares about when it opens, and some people even said they have been waiting for a long time to study in the third age university.

The staff of service center have not expected that the younger people of the community come and sign up for their parents. Young people want to know more about the learning department. In young people's view, their parents should do the thing that they like in the age of retirement. When their parents have something to do during the day, they can concentrate better in their works.

Sixty individuals enrolled in all three courses after the questionnaire. They can learn new knowledge and only study two hours every day. Study time is not too long or too short for them. They can have time to do their own things during the day as well. Because older people have no pressure from life, so they want to enjoy their retirement life.

Part of older people said they only signed up for a course. Because they did not know well enough about learning department, and they did not know which course is suitable for them. They maintained the wait-and-see attitude first, if the course is attractive enough, they will consider the other two courses.

The purpose of the older people participating university is to make more new friends, so they made decisions clearly on this purpose. There are a lot of people from other cities in the community, because their own children work here. They moved to this city with their children. They did not have a lot of friends. In order to expand their social circle, they choose to participate in class to contact new friends in their spare time.

4.5.1 Funds for learning department

Government planned capital investment to education and government subsidies are not sufficient to support all the universities. Compared with formal third age universities, learning department should find the way out by reducing the unnecessary costs.

It does not cost too much at the beginning. It should make full use of resources in the community to reduce the cost of community college. For example, the community center activity room belongs to a service center. Community service center will reserve the room for learning department. It will provide convenience to the community residents and older people's needs.

Through the propaganda in the community, inviting people with special skills to share their experiences and with the help of volunteers, residents and retired teachers can reduce costs in the learning department.

Learning department now is still at the initial stage. It is only under the condition with the limitation of three courses. The time of courses should be considered clearly. The ways of seeking corporate sponsors are contacting with local TV stations and creating a report to interview the learning department for receiving more attention from the society.

4.5.2 Volunteers and teachers

The community has many retired teachers. After the questionnaire survey, teachers come to office said they need more information about the community learning department. They felt that opening a community is very necessary. They can act as the role of volunteers and maybe teach as well or assist other colleges.

Everyone in the community can make a small contribution to the community. It is their rights and obligations. Volunteers can be selected from the residents with special skills through community activities. They can show their skills to the residents.

At the same time, residents get more confidence by displaying skills. This will make the residents have the desire to learn new skills and new knowledge.

Sometimes the learning department hires professional teachers from the other communities, because Tai Chi program requires professional guidance and assistance to, instead of a Tai Chi amateur to teach in general. Tai Chi is a kind of healthy sport for the elderly's health and also it helps to improve older people's health condition and reduce psychological diseases in later life.

Learning department will organize some trips for elder people. The idea is to let older people travel together. There are enough people so they can consider renting a vehicle to travel. It is much safer than travel alone. Thus, travelling together replaces the trips with their children who do not have time to accompany with their parents travel because they are busy with work. Visiting the museum can be an alternative way of learning. Through the interpretation of staff, the elderly can see and learn new knowledge from different aspects.

The health care course requires the lecturer to have enough background knowledge, such as, the retired doctor giving a lecture. The content can be based on the physical condition of retiree, and coupled with timely added new health concept. It also need to correct the old mistakes of health care the method. The elderly need to correct their improper ways of health care by learning effective knowledge. This will engage to take care of themselves and their families and enjoy their retirement life.

Because student volunteers from the nearby universities can come to help the elder people, because young college students are familiar with computer skills. They will also gain social practice experience in real life.

4.5.3 Personalization of community service

In China, a community service center of neighborhood is responsible for the basic service, and community services in a community play a very important role. The re-

sponsibility is to ensure residential district of public order and the interests of the whole population.

Their responsibilities are doing the community publicity as good as possible, communicate their works with residents in time, and let the community residents make management statutes themselves. As for community residents, property management companies have reached their satisfied with their ideal job purpose.

4.5.4 Pre-plan for retirement

This chapter introduces a pre-plan for retirement. The plan will let the employees who will retired to understand the importance of pre-plan before retirement. Pre-plan has got attention and support from government. The Japanese companies began planning for retired staff. It has been a huge success in Japan.

In China, such as pre-plan for retirement is not been well known. By reference to Japan's retirement pre-plan, sufficient materials will be given in this thesis. Community learning department teaches the older people to design their retirement life and makes their retired life more interesting.

In the late 1970s, the Japanese economy came into the stage of slow growth in the second industry stalled and contracting. The labor of aging caused by the large increase in demand for senior positions so company slashed various positions in the company. It makes the lack of promotion to senior positions in most of the retired people, often living after retirement.

Some of them are incompatible due to they cannot adapt to the contrast lifestyle comparing to the previous on. For example, some of them lay in hospital for a long time; some people just spend their free time on walking without aiming. Facing such social problems, some of the Japanese companies believe they have the responsibility to solve the problems of ideological baggage for employees. To lighten the burden on society, they began to take definite measures to set up the material preparation system of education. (Website of the Baidu, 2013)

In the 90s, Japan extended life expectancy is about 3 years more. It is available as evidences on the first hand materials. This will result in the delay of retirement age during the personnel management measures. Due to the long career and the long-term leisure life has become to the foregone conclusion in Japanese social life. And the company in Japan wants to make their employees special their talents to keep a stable situation.

Longevity and the Japanese government to bring society more vigor, the residents will do all they can to give support to the project. A creative method called training of retiring adaptability is a type of retirement lifestyle guidance and design. Its purpose is to make the pre-retirement personnel have full physiological and psychological preparation and the preparation can facilitate them to hold active life attitude when retirement is coming. (Website of the Wikipedia, 2013)

Training including: introduction of retirement adaptability training; how to improve the ability; guides of how to design older people own plan. Retirement adaptability training in the practical implementation process resulted in a very good effect. On one hand it is to promote retirees to get rid of most of the negative attitudes towards life and lifestyle; on the other hand it provides a new way of thinking for the rapid adaptation of an aging population, political, economic and cultural changes.

4.5.5 Lack of pre-plan for retirement in China

In China, retirement adaptability training is lack of theoretical research and experiences. There is not such a successful case can rely on as a reference. Because of this, it is necessary to take step by step of adopting conservative or even primitive ways as a trial.

The process of retirement adaptability training is still in the early stage. With the correct understanding of retirement adaptability training, it will not only improve the relationship between the enterprise and employees, but also promote the long-term development of enterprises. Retirement adaptability training will promote the devel-

opment of healthy and stable society, in order to explore their retirement adaptability training model.

4.5.6 Prepare for retirement

The preparation should be ready before retirement starts. Since older people have been busy working for the company all the time. Most of colleagues turn to friends, and it makes them feel they have friends. But once they retired from the company, older people will realize that there is not as many friends who will keep in touch with as they thought.

Therefore, for people who will retire, they should begin to contact old friends and old classmates before retirement starts. They rarely contact friends and old classmates, but they could start by, for example, creating old classmates party or telephone contacts. Because they are classmates, they are at same age and they have retirement adaptation problems. So they have a common topic at the same time. They will begin to help each other through retirement adaptation and make lives easier.

Retirees should also remind themselves that company life occupied a very long time in their lives. The older people involved themselves in working before retired. The work is certainly not the only thing they can do. Since you retired, you should take enjoy the fun of retirement and transfer the focus to enjoy their life.

Older people can choose go travelling, holidays and choose to enjoy family happiness, or take a part in charity as a volunteer, in order to expand their own meaning of life. And older people's time it is no longer limited by the workplace.

4.5.7 Introduce learning department event

Pre-plan for retirement is a good activity for pre-retired people. Pre-plan can carry out learning department's initial propaganda. Learning department could make propagandas through posters, sending invitation letters to every resident's apartment, inviting everyone to come to understand learning department in community service

center and presiding over by community leaders. The propaganda will let everyone to take more attention and deepen understanding of learning department.

5 CONCLUSION

The purpose of the thesis was to find a suitable service for community service. In order to find out the service, the first thing is to target Hai Tian Xin Yuan community. The amount of community residents living in the neighborhood is large. It is not easy to find out the right project to develop, through the conversation with the community manager, I realized that there were imperfect aspects in community service.

The initial cause of establishing the learning department was that many older residents noted, that they want to learn and make friends in their community. Their life is about to take care of their children and grandchildren but ignore their demands of life.

Nowadays living in the apartment building, neighbor relationships have become strange and people are unfamiliar to each other. There is no intersection so the elderly need to scope their circle of friends. The companions need to focus on common topics, such as, life, health. Many older people learn new knowledge and get to know each other in the neighborhood. It is to promote the community relations.

The curriculum of learning department is according to the decision by older people's voting. The courses can meet older people's demand. The elderly will participate actively. They will learn new knowledge. They will meet new friends. To enrich retirement life, there are a lot of good benefits for the elderly.

Learning department designs the course by meeting older people's needs. The class time should based on older people's timetable. Because the older people can only join in the class when they have free time. It also provides a better way to serve the older residents in the community.

Community service center should provide a suggestion box to community residents, which is for local community to express their views and suggestions. In order to promote community services and improve residents' satisfaction.

There is no problem of current development status of the community. Learning department is stable in the current stage of development. As to the future development, learning department can increase its fame through TV program reporting and get more residents involved into it.

In the meanwhile, learning department invites sponsors of local government to achieve this project. To improve teaching facilities, it can carry out courses which are more interesting and suitable for the elderly. In the school college students have opportunities to have contact with older people through the collective practice, and help the learning department to improve service and students will get social experience then improve self-ability.

Organizing different kinds of activities for community residents can help residents with a sense of belonging. This is to enable them to aware that the community belongs to everyone. Community service center is to let everybody take an active part in activities and let everybody be more familiar with the community. Community residents will point out their suggestions to correct errors and enhance the service.

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APPENDIX 1

Questionnaire for Hai Tian Xin Yuan Community

1 Gender:

A. Male

B. Female

2 Ages:

A. Under 59

B. 60-69

C. 70-79

D. Over 80

3 Education background

A. Bachelor degree

B. Diploma

C. High school

D. Middle school

E. Primary school

F. Others

4 Who do you living with?

A. With my child

B. With spouse

C. Alone

D. With child and grandchild

E. Others

5 Which company you work before retired?

A. Government

B. Soldier

C. Factory

D. Teacher

E. Self- employee

F. Farmer

G. Others

6 What do you do, after you retired?

A. Housework, taking care of grandchildren.

B Watch TV plays chess.

C. Read newspapers and books.

D Go the third age university.

E. Go dancing and fitness.

F Painting.

7 How many friends of you have enrolled the third age university?

- A. Under 5
- B. 5-10
- C. 10-15
- D. More than 15

8 What it the reason you don't go to third age university?

- A. Not too many courses I am interesting.
- B. Too many people in the class.
- C. Teaching quality.
- D. Far away from home.
- E. Hard to enroll in the university.
- F. Study environment is poor.
- G. Others.

9 If the learning department is free of charge, will you come to study?

- A. Yes
- B. No
- C. Maybe

10 Which course, you want to learn in learning department?

- A. Dancing
- B. Singing
- C. Basic computer skills
- D. Health care
- E. Tai Chi
- F. Painting
- G. Photography
- H. Others

11 Do you think the old age education should be?

- A. Like general education strictly regulate the management, stressed that the effect.
- B. Establish basic norms, but not too much pressure

Feedback questionnaire

1 Why you want to study in learning department?

- A. Growth of knowledge
- B. Edify sentiment
- C. Spiritual needs
- D. Making friends, eliminate loneliness
- E. Serve the community and society
- F. To obtain new knowledge

2 Do you satisfy with the learning department currently?

- A. Very satisfy
- B. Satisfy
- C. Ordinary
- D. Dissatisfied
- E. Very dissatisfied

3 After participate in the learning department, what did you learn from there?

- A. Friends
- B. Creative mind
- C. Enrich life education
- D. Show your talent
- E. University dream comes true
- F. Health care knowledge

4 How do you think the curriculum setting?

- A Good
- B It's ok
- C Bad

5 How is the facility in the learning department?

- A Good
- B It's ok
- C Bad

6 Do you satisfy the teacher?

- A Very dissatisfied
- C Ordinary
- E Very satisfied

- B Dissatisfied
- D Satisfied

7 Do you satisfy with management in the learning department?

- A Very dissatisfied
- C Ordinary
- E Very satisfied

- B Dissatisfied
- D Satisfied

8 Which aspects need to improve?

- A. The education contents
- B. The forms of education.
- C. The education facilities in learning department.
- D. Teachers teaching style.
- E Others